

**Report**  
**on the results of the questionnaire**  
**“Satisfaction of 1st year students with educational services”**  
**for the 2023-2024 academic year**  
**Department: “Architecture and Design”**  
**Specialty: 6B07301 Architecture**

The Centre for Quality Management and Accreditation in February 2024 conducted the annual questionnaire on the satisfaction of 1st year students with the quality of services provided.

**Purpose of the questionnaire:** Improvement of the learning process, improvement of the quality of educational services and other activities of the university.

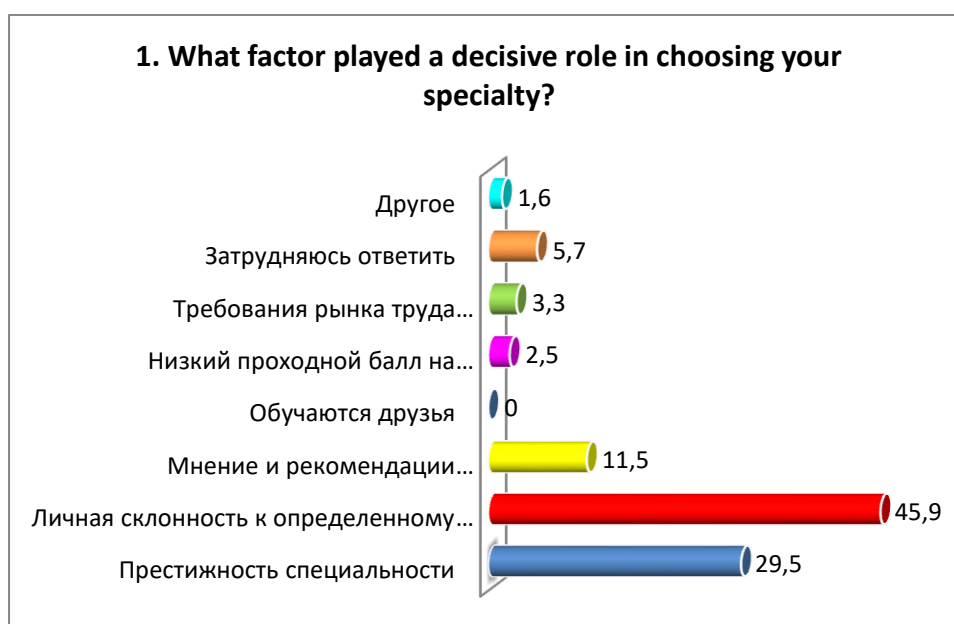
The results of the questionnaire were processed and presented in a summarized form with the guarantee of confidentiality of students' personal opinions.

In the speciality 6B07301 Architecture 122 respondents took part in the questionnaire, which is 96,8% of the total number of students.

During the questionnaire process, the following data was obtained:

**1. What factor played a decisive role in choosing your specialty?**

Criteria	Indicators (%)
Prestige of the specialty;	29,5
Personal inclination to a certain type of activity, assessment of one's own abilities;	45,9
Opinion and recommendations from parents/relatives;	11,5
Friends are being trained;	-
Low passing grade for the major;	2,5
Labor market requirements (employment opportunities);	3,3
I find it difficult to answer;	5,7
Other	1,6



For the option ‘**Other**’, the students indicated the following options \*:

\* Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

- My heart told me
- Getting a scholarship.

## 2. Who (what) has become a source of information about the university for you?

Criteria	Indicators (%)
Official website of the university;	22,1
Relatives, acquaintances;	54,1
School teachers;	4,1
Advertising booklets;	2,5
Representatives of the university who came to the school with advertisements;	6,6
Social networks;	5,7
Other	4,9



For the option ‘**Other**’, the students indicated the following options\*:

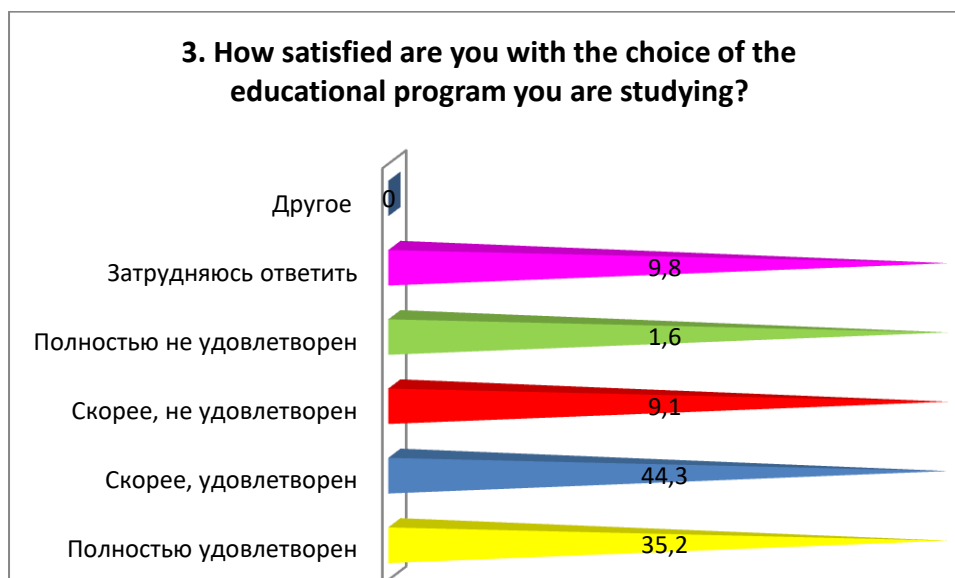
- I have known about polytechnic all my life
- by myself
- myself
- Internet
- Trained in the same building, but in college
- Acquaintances.

## 3. How satisfied are you with the choice of the educational program you are studying?

Criteria	Indicators (%)
Completely satisfied;	35,2
Rather, satisfied;	44,3
Rather, not satisfied;	9,1
I am not completely satisfied;	1,6
I find it difficult to answer;	9,8
Other	-

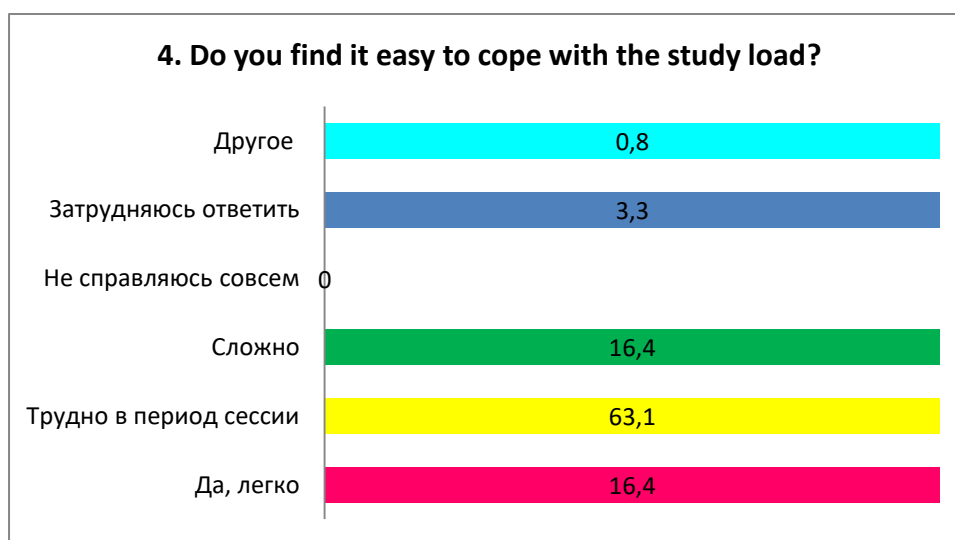
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### 3. How satisfied are you with the choice of the educational program you are studying?



### 4. Do you find it easy to cope with the study load?

Criteria	Indicators (%)
Yeah, easy;	16,4
Difficult during the session;	63,1
Difficult;	16,4
I can't cope at all;	-
Difficult to answer;	3,3
Other	0,8

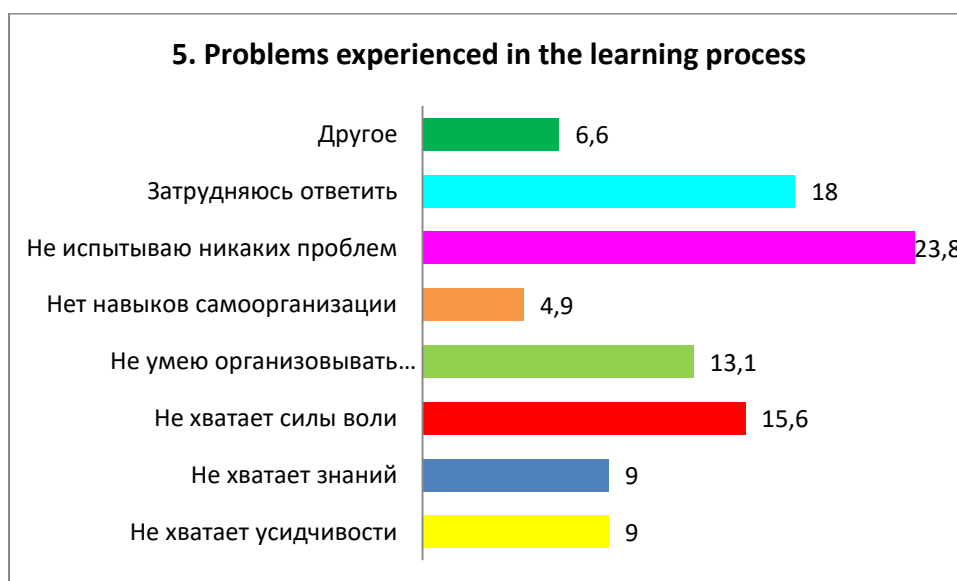


For the 'Other' option, students indicated the following options\*:  
 - Difficult.

### 5. Problems experienced in the learning process

Criteria	Indicators (%)
Lack of perseverance;	9
Not enough knowledge;	9
Lack of willpower;	15,6
I don't know how to organize my own time;	13,1

No self-organization skills;	4,9
I don't have any problems;	23,8
Difficult to answer;	18
Other	6,6



For the option ‘**Other**’, the students indicated the following options\* :

- Too much homework in a short time
- Frequent colds due to low immunity
- Not enough time
- Frequent health problems
- severe fatigue
- Lack of sleep
- Too many tasks, not enough time
- I have a lot of tasks that take a lot of time, so I don't have time for anything.

## 6. Are you satisfied with the work?

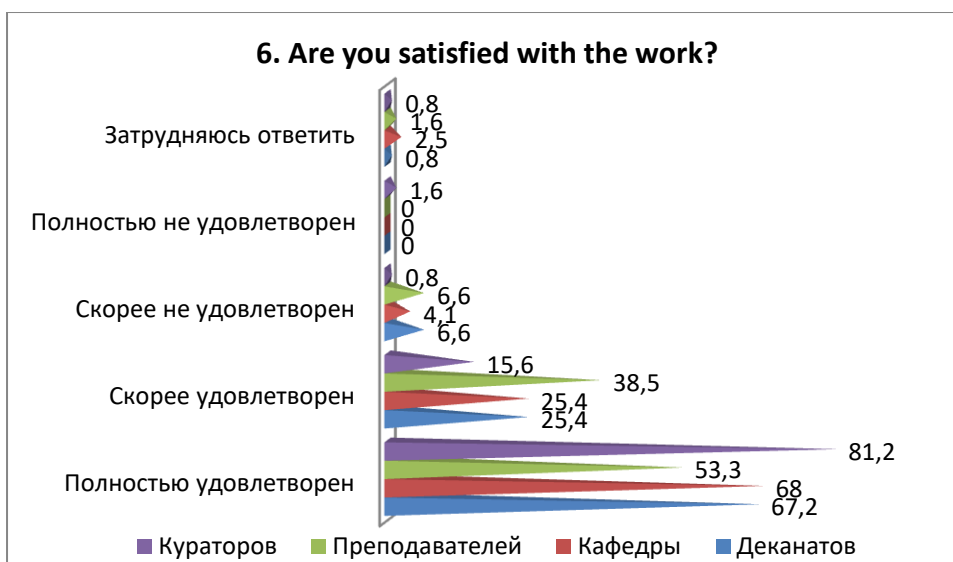
Criteria	Completely satisfied	Rather, satisfied	Rather, not satisfied	I am not completely satisfied	I find it difficult to answer
Deans	67,2	25,4	6,6	-	0,8
Departments	68	25,4	4,1	-	2,5
Teachers	53,3	38,5	6,6	-	1,6
Supervisors	81,2	15,6	0,8	1,6	0,8

For the option ‘**If you answered “rather not satisfied or completely not satisfied” give recommendations for improvement**’, the students indicated the following options\* :

- All right, thanks.
- Even if you give advice it will still not improve
- Satisfied
- Everything is good
- Nothing to add
- Satisfied

\* Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

- It is necessary to pay attention to the student's thought
- satisfactory
- Satisfied
- Rather unsatisfied
- Advise instructors to be more specialised and respectful of students
- Give more points for graders.
- Reduce the level of supervisor control
- For the dean to at least occasionally pay visual attention when asked questions or made requests
- no comment.



### 7. How do you assess the moral and ethical atmosphere at the university?

Criteria	Indicators (%)
Favorable;	41,8
Neutral;	45,9
Tense;	7,4
Difficult to answer;	4,9
Other	-



For the option ‘If you answered “Tense” to the previous question, write down why’, students gave the following options\*:

\* Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

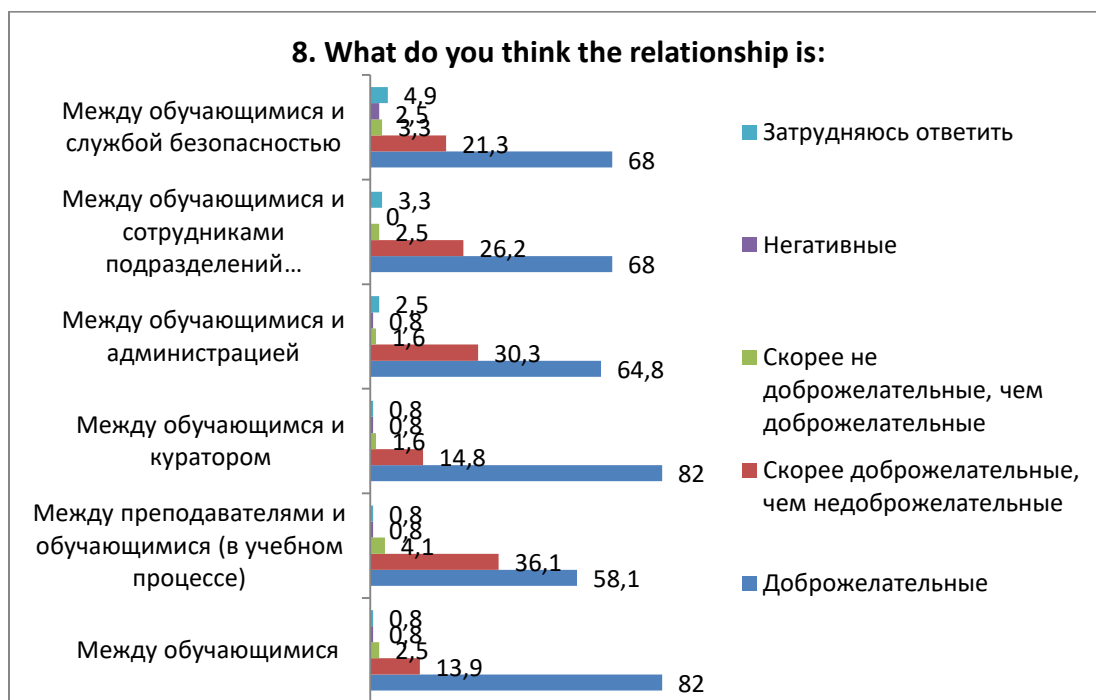
- Stress
- It seems to me
- It's dimly dark, everyone's always angry.
- That's what it seems to me.
- My answer is different.
- There are no interesting concerts , activists divide very much
- Uncultured, unfriendly and ill-mannered.
- The general condition of all architecture students
- Because the teachers assign a lot of homework and we physically can't keep up
- A lot of judgement from people around us.

### 8. What do you think the relationship is:

Criteria	Benevolent	More likely to be benevolent than unfriendly	Rather not benevolent than benevolent	Negative	Difficult to answer
Between students	82	13,9	2,5	0,8	0,8
Between teachers and learners (in the learning process)	58,1	36,1	4,1	0,8	0,8
Between learner and supervisor	82	14,8	1,6	0,8	0,8
Between students and administration	64,8	30,3	1,6	0,8	2,5
Between students and the staff of the departments (library, student department, etc.).	68	26,2	2,5	-	3,3
Between students and security service	68	21,3	3,3	2,5	4,9

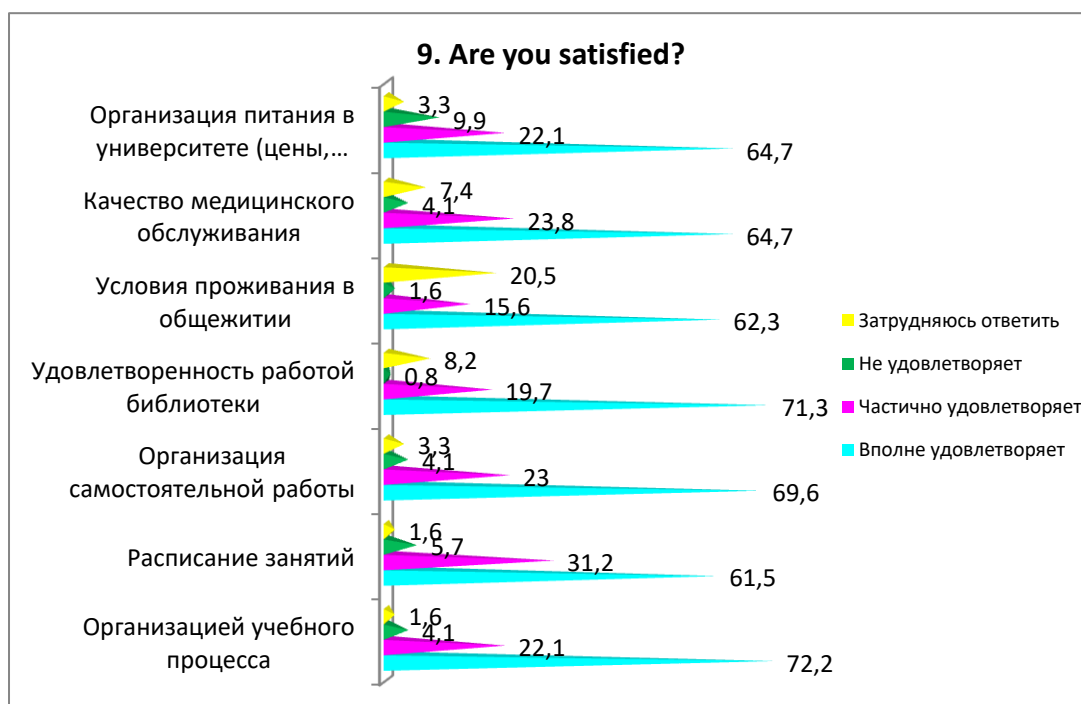
For the option ‘If you answered “Rather not benevolent than benevolent or negative” to the previous question, write why’, students gave the following options\* :

- I think it's pretty self-explanatory.
- I don't know.
- It's okay.
- I answered.
- Yes.
- Rude.
- no comment.



## 9. Are you satisfied?

Критерии	Вполне удовлетворяет	Частично удовлетворяет	Не удовлетворяет	Затрудняюсь ответить
Organization of the educational process	72,2	22,1	4,1	1,6
Class schedule	61,5	31,2	5,7	1,6
Organization of independent work	69,6	23	4,1	3,3
Satisfaction with the work of the library	71,3	19,7	0,8	8,2
Living conditions in the dormitory	62,3	15,6	1,6	20,5
Quality of medical service	64,7	23,8	4,1	7,4
Organization of catering at the university (prices, range of products, quality of prepared meals)	64,7	22,1	9,9	3,3

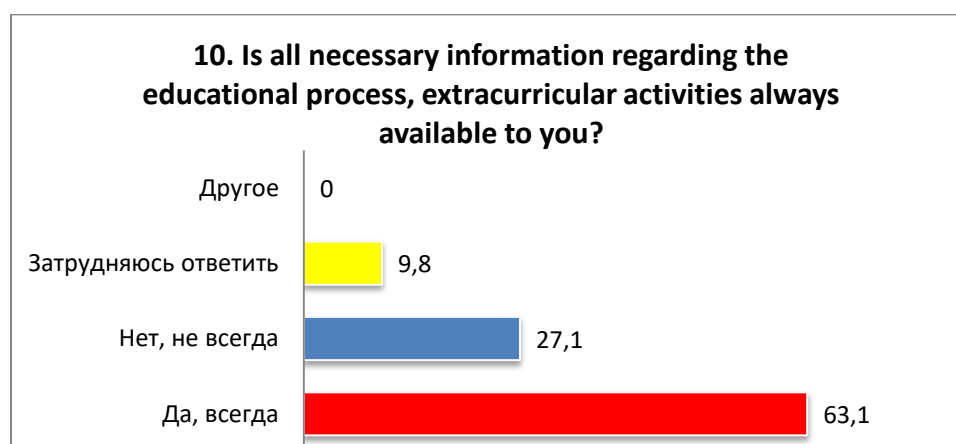


For the option ‘If you answered “Not satisfied” give recommendations for improvement’, the students indicated the following options\*:

- I would ask for more attention to be paid to the freshness of hot food in the canteen
- There is not much choice in the canteen, especially of drinks
- I think the food in the canteen is not very tasty. baking is good, but as for a full meal, sometimes you don't want to even touch the food. the prices are reasonable.
- Everything is good
- There is no point in giving recommendations
- All good
- No
- Late schedule
- Yes
- It is not convenient that pairs end at 7pm, we don't have time to catch buses.
- Improve service to students
- Make canteen prices lower
- Expensive.

**10. Is all necessary information regarding the educational process, extracurricular activities always available to you?**

Criteria	Indicators (%)
Yes, always;	63,1
No, not always;	27,1
Difficult to answer;	9,8
Other	-



**11. Which of the opportunities provided by the university do you utilize for personal development?**

Criteria	Indicators (%)
Sports sections;	20,5
Creative studios;	18,9
Participant of the Youth Policy Department;	4,1
I don't use anything;	45,9
Difficult to answer;	4,9
Other	1,6

\* Students' answers are presented in the original. The author's spelling and punctuation have been preserved.



**11. Which of the opportunities provided by the university do you utilize for personal development?**



For the option ‘**Other**’, the students indicated the following options\*:

- Volunteer HQ
- Volunteering.

**12. How would you rate the quality of class delivery?**

Criteria	Completely satisfied	Satisfied	Rather satisfied	Rather not satisfied	I am not completely satisfied	I find it difficult to answer
The material is presented in a clear, accessible and logical sequence	68	23,8	5,8	0,8	-	1,6
During the lessons the main points are emphasized and reasonable conclusions are drawn	68	19,7	8,2	2,5	-	1,6
During the lessons, a friendly atmosphere is maintained towards the students	64,7	18,9	11,5	2,5	0,8	1,6
During the lessons, the pace of presentation of the material is convenient for perception and recording	63,9	23,8	6,6	3,3	0,8	1,6
The tasks for independent work of students are clearly formulated, and support is provided for its fulfillment.	62,3	23,8	7,4	4,1	0,8	1,6
Assessment of learning outcomes of the discipline is transparent and objective	64,7	18,9	7,4	6,6	0,8	1,6

\* Students' answers are presented in the original. The author's spelling and punctuation have been preserved.



For the option ‘**Other**’, the students indicated the following options \*:

- I didn't know
- Can't answer the question
- It's okay.
- No.
- It's okay.
- More points.

For the option ‘**If you answered “rather, not satisfied and completely not satisfied” to the previous question, give recommendations for improvement**’, the students indicated the following options \*:

- It's all good
- Rude and not understanding
- All good
- Satisfied
- Not all teachers give points immediately
- More points
- Points are not always given.

**Please, write your suggestions, wishes, as well as what questions in your opinion should be added to this questionnaire to improve the training program, improve the quality of services provided, improve the quality of distance learning and other areas of the university.** (*Students' answers are presented in the original. The author's spelling and punctuation have been preserved.*)

- nothing to add
- It's all good.

\* Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

- Be understanding and treat people as if they were your own children, regardless of the gender of the student.
- none
- None
- All good.
- I think all key issues are present
- Freedom of action and speech
- More counselling
- Actual questions have been asked here
- I want the cloakroom to be changed and improved as while we are standing there we lose time.
- None
- I think all the important questions have been asked
- Everything is fine
- It's fine
- The training is in English
- Do you like the scores?
- Everything is fine
- none
- This questionnaire is full of questions regarding the improvement of teaching and the quality of services provided.

According to the results of the questionnaire, the following **conclusions** can be drawn:

1. *Factors in choosing a speciality:* personal preferences and assessment of their own abilities were the main factors in choosing a speciality for 45.9% of respondents. The prestige of the speciality (29.5%) and the opinion of parents/relatives (11.5%) also influenced the students' decision. However, for some (5.7%) the main factor of choice remained undetermined, while others mentioned intuition and receiving a grant as important factors.

2 *Sources of information about the university:* the majority of students received information about the university from relatives and acquaintances (54.1%), as well as through the official website of the university (22.1%). Other sources included advertising booklets, university representatives, social networks and school teachers. Individual students also indicated individual ways of obtaining information.

3. *Satisfaction with the chosen educational programme:* 79.5% of students are satisfied with the choice of their educational programme, which indicates that the chosen programme meets their expectations and goals.

4. *Problems in the learning process:* students face various difficulties in the learning process. Lack of perseverance, lack of knowledge, lack of willpower, self-organisation skills and time organisation are some of them. Some students also indicated other problems such as large amount of homework, lack of time, health problems and fatigue.

5. *Satisfaction with the work of structural units of the university is high:*

- Dean's office: 92.6% of students expressed satisfaction with the work of the dean's office, which indicates a high level of management and organisation of the educational process.

- Departments: 93.4% of surveyed students highly appreciated the work of departments, emphasising the efficiency and professionalism of teachers in their field.

- Teachers: 91.8% of students expressed satisfaction with the work of teachers, noting the high level of knowledge and competence in teaching disciplines.

- Supervisors: 96.8% of the surveyed students evaluated the work of supervisors as highly satisfactory, which indicates significant support and assistance provided to students in solving various issues and problems.

6. *The psychological climate at the university* is described as a friendly relationship between students, faculty and staff of the university. This climate creates a supportive and inspiring environment for students' learning and development.

7. *Students' satisfaction with the quality of educational services:* 94.3% of respondents expressed satisfaction with the organisation of the educational process, 92.6% with independent work, 92.7% with the class schedule, 91% with the work of the library, 88.5% with the quality of medical services, 86.8% with the organisation of meals, and 77.9% with the living conditions in the dormitory. These data indicate good quality of services and support provided by the university to ensure successful learning and comfort of students.

8. *Accessibility of information* related to the learning process and extracurricular activities: 63.1% of students claim that it is always available, while 27.1% noted that this is not always the case. 9.8% of respondents were uncertain about this issue.

9. *Participation of students in the social life of the university:* 20.5% of students are keen on sports sections, 18.9% prefer creative studios, and 4.1% participate in the department of youth policy. Among other options, a volunteer staff is noted. Nevertheless, 45.9 per cent of respondents stated that they do not use any of the provided opportunities. The reasons for this decision were not indicated by students in the questionnaire.

10. *The students assess the quality of the lessons* at a high level (94.6% on average), emphasising that the material is presented in a clear and accessible manner, following a logical sequence and highlighting key points with reasonable conclusions. They also note the favourable environment in the classroom, comfortable pace of information presentation and clear formulation of assignments for independent work with support for their implementation.

At the end of the questionnaire to improve the training programme and the quality of services and other activities of the university, students wrote their suggestions\*: 'I want the cloakroom to be changed and improved, because while we are standing there we lose time', 'I would like more consultations', 'To be understanding and treat people as to their children, despite the gender of the student', 'I would ask to pay more attention to the freshness of hot food in the canteen', etc.

In general, the analysis of the results of completing the questionnaire 'Satisfaction of 1st year students with educational services' shows a positive attitude of students to the conditions for education, content, organisation and quality of the educational process created at the University.

### **Recommendations:**

The Head of Department should familiarise staff and students with the results of the questionnaire and discuss them at supervisory hours. This will allow all interested parties to obtain information about the current state and opinions of students regarding the quality of the educational process and learning conditions.

If necessary, develop an action plan to improve the quality of educational services.

Students can also request the results of the questionnaire by e-mail of the Centre for Quality Management and Accreditation [cqma\\_kstu@mail.ru](mailto:cqma_kstu@mail.ru).

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